

M E M O R A N D U M

To: Patricia Espinosa, Cluster Manager
Woodland Workforce Service Site 0592

Date: June 24, 2010

File No.: 74:em:1424

From: Ernesto Magaña
Employment Development Department

Subject: MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW
PROGRAM YEAR 2009-2010
WOODLAND WORKFORCE SERVICE SITE
FINAL MONITORING REPORT

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Woodland Workforce Service (WS) site. Rebeca Guerra conducted this annual review from June 7-8, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and the Employment Development Department's (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of EDD services provided to MSFW.

We collected information for this report by examining the Woodland WS site's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Woodland WS site's management and staff.

We received your June 18, 2010 response to our Draft Report and reviewed your comments before finalizing this report.

Our on-site annual monitoring review revealed the following findings:

Finding 1:

MSFW OUTREACH ACTIVITY

The Workforce Services Branch's Agricultural Services Plan for Program Year (PY) 2008-09 allocates one (1.00) Personnel Equivalent to the Woodland site to conduct MSFW outreach activities. The Woodland WS site was allocated 1,722 hours to conduct MSFW outreach activities for PY 2009-10.

The Woodland WS site used 849 hours for MSFW outreach activities between July 2009 and May 2010. We consider this insufficient MSFW outreach activity.

Citation:

20 CFR 653.107 and Agricultural Services Plan PY 2008-09

Recommendation:

We recommend that the Woodland WS site conduct sufficient MSFW outreach activity by completely using the resources allocated for that purpose.

Response:

Due to circumstances out of our control our MSFW representative was working less hours in 2009 and in March of 2010 went on maternity leave. As of June 2010 we have placed another person in that position. During the MAO on-site visit outreach training was provided to her. We will use as much of the resources as we can for this program year.

Finding 2:

MSFW OUTREACH LOGS

The Woodland WS site submitted seven MSFW Outreach Reports from July 2009 to January 2010. Seven MSFW Outreach Reports were submitted untimely.

Citation:

MSFW Outreach Program Manual, Chapter 08-00-00

Recommendation:

We recommend that the Woodland WS site submit the MSFW Outreach Reports to the MAO by the fifth working day of the following month.

Response:

We have processes in place with our new MSFW representative so that the logs are sent by the 5th working day of the following Month.

Finding 3:

JS COMPLAINT LOGS

The Woodland WS site submitted seven JS Complaint Logs from July 2009 through January 2010. Seven MSFW and JS Complaint Logs were submitted untimely.

Citation:

JS Complaint System Manual Chapter 08-00-00

Recommendation:

We recommend that the Woodland WS site submit the JS Complaint Logs to the MAO by the fifth working day of the following month.

Response:

We have requested training for our new MSFW representative and the new manager over that program. We will ensure that the logs are sent by the 5th working day of the following month.

Finding 4:

INDICATORS OF COMPLIANCE

The Woodland WS site did not meet the Job Development Contacts (JDC) equity indicators in the July 2009 through May 2010 Indicators of Compliance Report.

Citation:

20 CFR 653.101 and CFR 653.108 (h) (5)

Recommendation

The MAO recommends that the Woodland WS site ensure equity of services to MSFW by meeting the Indicator of Compliance such as JDC.

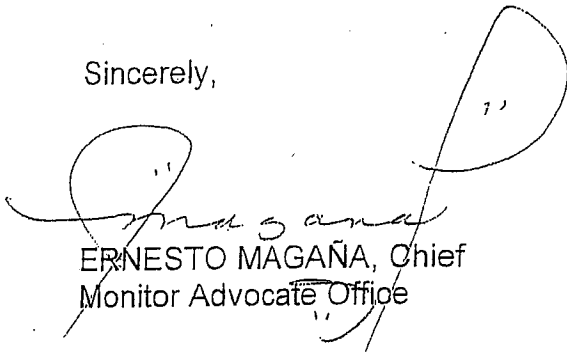
Response:

We will ensure equity of services to MSFW by meeting the required indicator. We will provide JDC training to our new MSFW.

Patricia Espinosa
June 24, 2010
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Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Rebeca Guerra at (916) 651-9461.

Sincerely,



ERNESTO MAGAÑA, Chief
Monitor Advocate Office

cc: Diane Ferrari
Jose Luis Marquez
Trina Martinez
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